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UAE – Abu Dhabi

# Ali Saad



## Manager – Audi Lounge, Damascus

October,2017 – April,2022

- recruiting, training and supervising staff.
- agreeing and managing budgets.
- planning menus.
- ensuring compliance with licensing, hygiene and health and safety legislation/guidelines.
- promoting and marketing the business.
- overseeing stock levels.
- ordering supplies.
- handling administration and paperwork
- liaising with customers, employees, suppliers, licensing authorities and sales representatives
- making improvements to the running of the business and developing the restaurant.

## Manager – Bordeaux Rest, Damascus

March,2016 – April,2017

- Rebranded image of fine-dining restaurant and Worked with executive chef to devise new menu and revamped marketing strategy.
- Established mandatory customer service training program for all customer-facing employees. Boosted guest satisfaction scores from 89% to 95% within 6 months of program launch.
- Improved efficiency, sequence of service, order expediting and table-turn times in all dining outlets.
- Increased employee satisfaction by 23% while cutting staff turnover in half by developing staff recognition and accountability programs.
- Reduced food costs 8% after identifying and eliminating inventory issues such as excess ordering, poor storage and inefficient waste management.
- Collaborated with owners to plan and execute major kitchen renovation, installing new, modern equipment that increased efficiency by 18%.

## Manager, Gemini Group, Damascus

May,2013 – October 2015

- Managed staff during service hours, including monitoring health and safety.
- Recruited, trained and scheduled staff.
- Prepared the cash register for each shift.
- Promoted and marketed the restaurant through social media.
- Planned menus for special events.
- Prepared staff pay.

Bachelor Degree in Arts (English literature) - Tishreen University – Lattakia - 2009

Written and Spoken English - Excellent

Written and Spoken Spanish – Very good

Microsoft Office – Advanced user.